TITAN TEAM MEMBER PROFILE

Cindy Barfield

Cindy has been with DIDD and the State since October, 2013. Prior to joining the Titan team, she worked for Unum, a company that administers Disability and FMLA claims. Cindy is the Testing Team Co-Lead for the project. Originally from Chattanooga, Cindy's husband serves in the US Army (Homeland Security). She has an 8-year-old daughter, Cameron, and the entire family loves to travel and engage in activities outdoors, particularly in our State Parks. We asked Cindy for her perspective on Titan and working on the project:

What's most exciting to you about working on Titan?

I have loved learning more about the people of DIDD and the work that they do to assist the persons that we serve. Helping DIDD leverage new technology to make that service even better is exciting to me.

Now that you've been testing Titan for a while, what do you think the biggest benefit will be to the Intake function?

Titan is truly a one-stop-shop for all records pertaining to a person to be served. Having all the information that we need to have on hand electronically will make our service to them even quicker and more accurate. I think it will be a relief to have the documents for a case easily accessible from a centralized place.

What can the Intake function do to get prepared for Titan?

The individuals in Intake need to be open to change; embrace change and be willing to give us feedback so that we can continue to make the system what it needs to be to make their jobs easier. One great thing is that the same folks who are testing the system are also the team that will provide support after go-live. We don't do their jobs, so we are asking them to be open to partnering with us, especially with this first rollout, to make the system better for future Phases. Our team will be ready to hear suggestions and criticisms so that we can make improvements quickly.

Cindy Barfield

Titan Testing Team Co-Lead

WHEN WILL TITAN ARRIVE?

I know you are tired of hearing "Project Titan is coming", but it is. We would like to give a specific date for the first implementation. However, there are critical areas of work that must be completed before we know the precise date that we will make our first implementation. Hardware and Testing are the two of the most important of these areas. We have most of the hardware installed and working, but we have a few final items to complete. We must deliver a system that accurately collects and reports data, and the Testing Team is engaged in comprehensive testing of the product. In every system development project, the testing process identifies errors, followed by correction of the solution, followed by retesting. This must be a thorough process, requiring the testers and developers to be meticulous. The project team has made significant progress in preparing the solution, but we still have some items to correct and test. The first implementation of Titan is very close to reality and we appreciate your patience and support.